

## APPENDIX E: NEIGHBORHOOD PLACE OUTCOME MEASURES

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Education (DOE) Dropout Rate						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Decrease the number of absences	Decrease the average number of absences for the schools within the NP Service area by 10% by the end of the first full school year after implementation	Number of absences	Daily attendance records/entered by individual school personnel	For the 2007-08 School Year	During September 2009 for the 2008-09 School Year	School and LEA Personnel
Decrease the Number of Students Suspended or Expelled from School	Decrease the Average Number of Students Suspended or Expelled from School for the Schools within the NP Service Area by 10% by the End of the First Full School Year after Implementation	Number of Students Suspended or Expelled from School	Daily attendance records/entered by individual school personnel	For the 2007-08 School Year	During September 2009 for the 2008-09 School Year	School and LEA Personnel

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Health and Hospitals / Office for Addictive Disorders (OAD)						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Increase public access to information about addiction and available addiction treatment and prevention services	Increase the number of referrals to the OAD community based outpatient clinic(s) within the NP service area by 3% by the end of the first year of operation of the NP	Number of referrals	OAD Information Management Systems	Baseline number of referrals established within the twelve (12) months prior to implementation of NP	End of first year of operation of NP	Office for Addictive Disorders

[illegible]

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Health and Hospitals / Office for Citizens with Developmental Disabilities (OCDD)						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Increase awareness of the supports and services available to people with developmental disabilities and their families	Increase number of applications of people with developmental disabilities	Number of referrals to OCDD from Neighborhood Place	Number of referrals to OCDD from Neighborhood Place	None	Quarterly	OCDD Regional Offices/Districts/Authorities

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Health and Hospitals / Office of Mental Health (OMH)						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Increase public access to information and referral for community-based mental health services	Increase the number of referrals to the OMH community mental health centers within the Neighborhood Place service area by 5% by the end of the first year of operation	Number of referrals from NP	OMH-IIS(Office of Mental Health Integrated Information System) source of referral would need to be modified to indicate NP as the source	FY 08-09 number of referrals (may serve as a baseline)	End of first year of operation of NP	OMH - Office of Mental Health

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Health and Hospitals / Office of Public Health (OPH)- Family Planning Program (FP)						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Reduce unintended and teen pregnancy in LA	100% of adolescent and LEP clients receive an appointment within 28 days	Teen pregnancy rate	Mystery caller and number of adolescent served	August - 08	Annual	Continuous Quality Improvement (CQI) Coordinator
Promote health seeking behavior and disease prevention among the medically underserved	Strengthen FP clinics ability to address the needs of clients from diverse populations	Distribute reproductive health education material that is culturally and language appropriate	Number and type of materials distributed; number of internet sites for materials	September-08	On-Going	Health Education and Outreach (HEO) Coordinator
Enhance integration of HIV/AIDS service and prevention into FP services	Increase HIV screenings of patients and the number of HIV tests completed each year by 30% from 1108 to 1440	Number of clients reporting to know their status based on chart review	HIV data report / number of HIV tests given	August - 08	Annual	CQI Coordinator
Increase family involvement in reproductive health care	Ensure 100% encounters with minors include appropriate counseling and documentation of family involvement in minors FP decision	Adolescent counseling completed	Annual site assessment	November 2008 (Scheduled)	Annual	CQI Coordinator

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Health and Hospitals / Office of Public Health – HIV-Aids Program						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Decrease the number of new HIV infections	Provide HIV testing to 95% of NP clients who have never been tested and on a yearly basis thereafter, if sexually active	Percentage of clients that have had an HIV test and if sexually active, have been tested in the last year	Daily clinic information and testing numbers from HIV/Aids program	3rd Quarter 2008	Quarterly Basis	Agency conducting testing
Increase the percentage of persons who are HIV infected that are in care	Ensure that 100% of NP clients who indicate they are HIV positive or test HIV positive, are referred to medical care and followed up to ensure access to care	Percentage of HIV positive persons that are in medical care	Percentage of HIV positive persons in the target area that have had a CDR and/or viral load laboratory test within the last year or confirmation of accessing services	3rd Quarter 2008	Quarterly Basis	Agency conducting testing

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Health and Hospitals / Office of Public Health – Immunization Services						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Enroll in the Vaccines for Children Program and utilize the Louisiana Immunization Network for Kids Statewide (LINKS) to routinely archive immunization historical data. Provide immunization services from birth through 18 years of age in accordance to the LA Immunization Program policies and procedures protocol and utilize LINKS	To increase the rate of immunization by ensuring that all eligible individuals receive their vaccination on time	Improve 0-18 year old immunization rates	Measure Immunization rates in LINKS; be in compliance with Vaccines for Children Annual Quality Assurance Evaluation	None for the location	Annual basis but these sites need to enroll first	The immunization program will provide enrollment documents upon request that provider must fill out; perform introductory visit to ensure that the site meets requirements; provide best practice education / information at least on annual basis perform a quality assurance visit

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Health and Hospitals / Office of Public Health – MCH / Family Partnership						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Increase referrals to Nurse Family Partnership Program (NFP)	Increase by 10% the referral rate of clients to NFP in the area serviced by NP	Number of referrals with referral source of "other" in that site serviced by NP	NFP clinical information system and quarterly summary tables	Third Quarter 2008	Annually - State FY End	NFP supervisor for NFP site / area serviced by NP; NFP management staff

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Health and Hospitals / Office of Public Health – Women, Infants and Children (WIC)						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Educate and inform pregnant women enrolled in WIC on the benefits of breastfeeding	Pregnant women enrolled in WIC will be provided information about and referrals to the WIC Breastfeeding Peer Counselor as needed	Number of referrals received from NP	Number of referrals collected by State Breastfeeding Peer Counselor Supervisor	Six (6) months after implementation of NP	End of Federal Fiscal Year	State Breastfeeding Peer Counselor Supervisor
Provide WIC services to all qualified applicants within mandated time frames	WIC Provided to All Qualified Applicants	Total number of WIC participants	WIC Participation Report	September 2008	Monthly	Assistant Chief Nutrition Services
Provide information regarding Commodity Supplemental Food Program (CSFP)	Number of participants enrolled in CSFP is stable or increasing	Total number of CSFP participants	CSFP Participation Report	September 2008	Monthly	CSFP Program Manager

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Health and Hospitals / Office of Public Health – Women, Infants and Children (WIC)						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Educate and inform pregnant women enrolled in WIC on the benefits of breastfeeding	Pregnant women enrolled in WIC will be provided information about and referrals to the WIC Breastfeeding Peer Counselor as needed	Number of referrals received from NP	Number of referrals collected by State Breastfeeding Peer Counselor Supervisor	Six (6) months after implementation of NP	End of Federal Fiscal Year	State Breastfeeding Peer Counselor Supervisor
Provide WIC services to all qualified applicants within mandated time frames	WIC Provided to All Qualified Applicants	Total number of WIC participants	WIC Participation Report	September 2008	Monthly	Assistant Chief Nutrition Services
Provide information regarding Commodity Supplemental Food Program (CSFP)	Number of participants enrolled in CSFP is stable or increasing	Total number of CSFP participants	CSFP Participation Report	September 2008	Monthly	CSFP Program Manager

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Office of Juvenile Justice (OJJ)						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Reducing recidivism	Increase the number of youth who comply with court orders and service plans	Number of youth on probation or parole who return to OJJ or DOC within eighteen (18) months or sixty (60) months	JIRMS Recidivism Report and Databook (DYS)		End of fiscal year or eighteen (18) months for release date and sixty (60) months from release date	OJJ IT Department
Increase prevention, intervention and aftercare resources for youth in the community	Identify and establish partnership with faith-based community, business, local service agencies, schools and universities	Number of youth served in prevention and diversion programs; number of youth served in non-residential programs; number of youth receiving GED; number of youth receiving vo-tech certificates	Weekly census report for non-secure. Report from education		Weekly reports	IT
Increase family participation	Increase the number of families receiving videos	Number of families receiving videos and guidelines; number of families participating in staffings; number of families receiving OJJ orientation via video conference; number of family contacts by probation officers	Number of families participating in programs; number of families participating in staffings	Current sign-in sheets; case management; DYS Databook and Case Management		Regional Offices/IT
Improving compliance to court orders and service plans	Reduce the number of youth referred to secure care	Improve access to services; reduce the number of youth on probation or parole committed to secure care	Reduce the secure pending list. Reduce the number of youth moving from probation to secure	JIRMS Database	Monthly reports	IT

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Social Services / Office of Community Services (OCS)						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
To improve by two (2) percentage points in one (1) year	Absence of child abuse and/or neglect allegation within six (6) months of prior substantiated allegation	The percent of unduplicated valid child victims with an open date in the first six (6) months of the report start date having a second valid allegation within six (6) months	Webfocus federal measure drilldown reports	Available weekly	One (1) year period	OCS State Office QA and Research Section
To improve by two (2) percentage points in one (1) year	Exits to reunification in less than twelve (12) months (Percentage of cases)	Of all children discharged from foster care to reunification during reporting period who had been in foster care for eight (8) days or longer, the percent reunified in less than twelve (12) months from the date of the latest removal from home	Webfocus federal measure drilldown reports	Available weekly	One (1) year period	OCS State Office QA and Research Section
To improve by one (1) month in one (1) year	Exits to reunification in less than twelve (12) months (Median time in care)	Of all children discharged from foster care to reunification during reporting period who had been in foster care for eight (8) days or longer, the median length of stay for those reunified in less than twelve (12) months from the date of the latest removal from home	Webfocus federal measure drilldown reports	Available weekly, but is best measured over a one (1) year period	One (1) year period	OCS State Office QA and Research Section

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Social Services / Office of Community Services						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
To improve by two (2) percentage points in one (1) year	Re-entries to foster care in less than twelve (12) months.	Of all children discharged from foster care to reunification in the twelve (12) month report period, the percent that re-entered foster care in less than twelve (12) months from the date of discharge	Webfocus federal measure drilldown reports	Available weekly, but is best measured over a one (1) year period	One (1) year period	OCS State Office QA and Research Section

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Social Services / Office of Family Security/ Child Care Assistance Program						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Process Child Care Program applications timely according to agency guidelines	Comply with the timeliness guidelines established by the Office of Family Support	Timely process 100% of Child Care Assistance applications within time frames	<u>Numerator:</u> number of applications pending over 30 days <u>Denominator:</u> number of applications approved and number of applications rejected	10/1/2008	Monthly	Child Care Assistance Program

NEIGHBORHOOD PLACE SERVICE OUTCOME MEASURES						
Department of Social Services / Food Stamp Program (FSP)						
Goal(s)	Outcome(s)	Outcome Measures (Indicator)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Increase food stamp recipient rate	Increase the number of food stamp recipients	Food stamp recipient rate should be equal to or greater than 70%	<u>Numerator:</u> food stamp recipients included in certification. <u>Denominator:</u> estimated population below 125% of poverty level (Current US Census Poverty Data)	11/1/2008	Monthly	Food Stamp Program Staff
Increase food stamp accuracy rate	Decrease the number of food stamp program payment errors.	Decrease the food stamp error rate at or below the national average.	Cases sampled by Quality Control Section	July 2008 Sample Month	Monthly	Quality Control Section
Process food stamp applications timely according to federal guidelines	Comply with the timeliness guidelines established by the Food and Nutrition Services (FNS)	Timely process 100% of food stamp applications within time frames	<u>Numerator:</u> number of applications pending over 30 Days. <u>Denominator:</u> number of applications approved and applications rejected.	10/1/2008	Monthly	Food Stamp Program Staff



**Louisiana Work Force Commission / Services for the Neediest Populations (e.g., Ex-Offenders, Out-of-School Youth, Single Mothers, etc.) (Continued)**

Goal(s)	Outcome(s)	Outcome Measures (Interim Indicators)	Data Collection (Method/Source)	Date of Most Current Available	Timeframe for Reporting	Responsible Party
Life Skills	<ol style="list-style-type: none"> <li>1. Increased overall participation in local programs among target populations</li> <li>2. Increased rate of program completion among target population</li> <li>3. Increased number of target populations' transition to progressively appropriate services</li> </ol>	<p>Increased numbers of target populations' participation in service learning community projects when appropriate:</p> <ul style="list-style-type: none"> <li>-Leadership development and their voices within our programs</li> <li>-Connection with adult mentors/life counselors</li> <li>-Utilization of life skills training</li> <li>-Utilization of parenting classes</li> </ul>	LWC's LAVOS Web-based comprehensive service provider management software	Fall 2008	Quarterly	